



August 8, 2011

Postal Customer
Cradock Station
Portsmouth, VA 23702-9998

Dear Postal Customer:

The Cradock Station in Portsmouth, Virginia has been under consideration for a possible discontinuance and a change in service. I wish to thank you for your cooperation during the investigative process. It has been determined that a change in service is warranted. Therefore, effective close of business on September 2, 2011, operations will be discontinued at the Cradock Station.

Effective September 3, 2011, Post Office box service, as well as sale of stamps and all other customary Postal services will be provided at the Portsmouth Main Post Office. For those customers that choose to continue Post Office box service at the Portsmouth Main Post Office, a change of address will NOT be required. Customers may also wish to receive carrier delivery service to their residence. To provide for effective delivery, customers who opt for carrier delivery will be required to submit a change of address prior to September 2, 2011. Customers opting for carrier delivery will also need to insure that they have a suitable mailbox installed on their property. Change of address forms are available at all Post Office locations, as well as on the Postal Service website, usps.com. For information regarding delivery services available to you, please contact Barry Burnett, Supervisor, Customer Services at the Portsmouth Main Office at 757-397-0841.

Retail services are available at the Portsmouth Main Post Office, located at 933 Broad St. Window service hours at the Main Post Office are 9:00 a.m. – 5:00 p.m. and 10:00 a.m. to 12:00 noon on Saturday. In addition, retail services are available at the Olive Station, located at 201 Chowan Dr. Window service hours at the Olive Station are 9:00 a.m. to 4:30 p.m., Monday to Friday and 10:00 a.m. to 12:00 noon on Saturday. Stamps may also be purchased through the Stamps by Mail program. This option does not require traveling to a Post Office.

Thank you for your input in helping the Postal Service determine the best form of mail service to meet the needs of our customers. Retail and Post Office Box services from the Portsmouth Main Post Office will ensure effective and regular services to the Cradock Station customers.

We appreciate all comments and concerns that were expressed in the process and we will continue to provide the best mail service possible to our customers.

Sincerely,

A handwritten signature in cursive script that reads "Kathleen Day".
Kathleen Day